

## **WHAT IS CLAIMED IS:**

1. A method for updating a system monitor message database, the method comprising the steps of:

providing communication between a monitor process software and an output file for receipt by the monitor process software of a notification message held by the output file;

determining if the notification message is a matching notification message or a non-matching notification message by using a rule set; and

producing a severity and a contact list.

2. The method recited in claim 1, wherein the notification message is non-matching when the notification message does not match any predetermined notification messages within the monitor process message database.

3. The method recited in claim 2, wherein the notification message is intended to notify of an error discovered or caused by a software application.

4. The method of claim 1, further comprising the steps of:

providing a user interface for displaying the non-matching notification message, the severity, and the contact list to one or more users; and

providing the one or more users the ability to modify the severity and contact list.

5. The method of claim 4, further comprising the steps of:

providing export by the monitor process software to the system monitor message database of the modified or unmodified severity and the modified or unmodified contact list.

6. The method recited in claim 5, wherein:

the monitor process software is also providing export of the modified description or the description to the system monitor message database.

7. The method recited in claim 4, wherein:

the user interface is graphical and wherein the user interface also displays a description of the non-matching notification message; and

the monitor process software is also providing the ability for the one or more users to modify the description.

8. A method for managing error notification messages, the method comprising the steps of:

communicating with an output file of a software application to receive the non-matching notification message;

producing a severity level and a contact list using a rule set; and

communicating to one or more members of the contact list the severity level and the non-matching notification message.

9. The method recited in claim 8, wherein communicating to the one or members of the contact list is performed through email.

10. The method recited in claim 8, wherein the form of communication to the one or members of the contact list is a graphical user interface.

11. The method recited in claim 10, further comprising the step of displaying the non-matching notification message, the severity level, the contact list, and a description in a table in the graphical user interface.

12. The method recited in claim 8, wherein the step of producing a severity level and a contract list using a rule set further comprises:

searching text of the non-matching notification message for terms included within the rule set; and

matching the terms included within the rule set with predetermined severity levels within the rule set.

13. The method recited in claim 12, further comprising the step of:

weighing the matching predetermined severity levels to produce a severity level for the non-matching notification message.

14. The method recited in claim 8, wherein the step of producing a severity level and a contract list using a rule set further comprises:

searching text of the non-matching notification message for terms included within the rule set; and

matching the terms included within the rule set with predetermined contacts within the rule set.

15. The method recited in claim 14, further comprising the step of:

combining the matching predetermined contacts to produce a contact list for the non-matching notification message.

16. A method for updating a system monitor message database, said method comprising:

communicating with an output file of a software application to import a notification message;

comparing the notification message to a message database to determine if the notification message is a non-matching notification message;

communicating the non-matching notification message and a severity to one or more persons through a graphical user interface; and

modifying the severity by using input from the one or more persons input into the graphical user interface.

17. The method of claim 16, further comprising the step of:

exporting the modified severity in a format compatible with a system monitor such that the system monitor message database may be updated.

18. The method recited in claim 17, further comprising, as part of the step of exporting the modified severity in a format compatible with a system monitor such that the system monitor message database may be updated, translating a representation of the modified severity from numerical form to textual form to be compatible with the system monitor.

19. The method recited in claim 17, further comprising, as part of the step of exporting the modified severity in a format compatible with a system monitor such that the system monitor message database may be updated, translating a representation of the modified severity from textual form to numerical form to be compatible with the system monitor.
20. The method recited in claim 16, wherein the severity is determined using a rule set.
21. The method recited in claim 16, wherein the step of communicating the non-matching notification message and a severity to one or more persons through a graphical user interface also includes communicating a description.
22. The method recited in claim 16, wherein the step of communicating the non-matching notification message and a severity to one or more persons through a graphical user interface also includes communicating a contact list.
23. The method recited in claim 22, wherein the step of modifying the severity by using input from the one or more persons input into the graphical user interface also includes modifying the contact list through input by the one or more persons into the graphical user interface.
24. The method recited in claim 23, wherein the step of exporting the modified severity in a format compatible with a system monitor such that the system monitor message database may be updated also includes exporting the modified contact list.

25. The method recited in claim 22, further comprising a step of:

    sending an alert to one or more members of the contact list if the severity has not been modified within a time period.

26. The method recited in claim 25, further comprising a step of:

    recording the non-matching notification message and identification of the one or more persons if the one or more persons has not modified the severity within a second time period.

27. The method recited in claim 25, wherein the contact list is determined using a rule set.

28. The method recited in claim 27, further comprising a step of modifying the contact list.

29. A system for interfacing to a system monitor, comprising:

    an output file containing notification messages generated by a software application;

    an import module to extract the notification messages from the output file;

    a comparison module to compare the notification messages against a feedback message database corresponding to the software application to be monitored by the system monitor; and

    an alert module configured to alert one or more users to non-matching notification messages.

30. The system recited in claim 29, wherein the non-matching notification message is a notification message that does not match any entries within the feedback message database.

31. The system recited in claim 30, further comprising a manager module to communicate the non-matching notification messages.
32. The system recited in claim 31, wherein the manager module may also communicate the non-matching notification messages through a graphical user interface.
33. The system recited in claim 32, wherein the manager module may also communicate the non-matching notification messages in a table in a scrollable window in the graphical user interface.
34. The system recited in claim 31, further comprising an input module for the one or more users to modify the non-matching notification message, whereby, information received from the one or more users alters information associated with the non-matching notification message.
35. The system recited in claim 34, wherein the input module receives manual entry from the one or more users.
36. The system recited in claim 34, further comprising a recordation module for storing into a record file information regarding the modified non-matching notification message.
37. The system recited in claim 36, further comprising an export module configured to export the modified non-matching notification message contained within the record file.

38. The system recited in claim 37, wherein the export module exports the modified non-matching notification message contained within the record file in a format acceptable to a system monitor.

39. The system recited in claim 37, wherein the export module exports the modified non-matching notification message contained within the record file in a human-readable format.